

What is Claimed is:

1. A method of helping a person to use or prepare to use a paper processing machine, comprising the steps of:
  - receiving a call for help from the person to a remote service bureau;
  - checking a user profile of the person;
  - checking an equipment profile of the person; and
  - providing interactive assistance from the remote service bureau to the person, in response to the call,wherein the interactive assistance is based at least partly upon the user profile and the equipment profile.
2. The method of claim 1, wherein the interactive assistance is customized in response to an indication in the user profile of at least one user disability, and wherein the equipment profile comprises information about at least the paper processing machine.
3. The method of claim 1, further comprising the step of receiving a video uplink from the person's location, in order to provide the interactive assistance based partly upon seeing a visual image from the person's location.
4. The method of claim 3, further comprising the step of receiving a data uplink from the person's location, allowing an operator at the remote service bureau to monitor at least one status of the paper processing machine.
5. The method of claim 1, wherein the method includes the step of sending a remote control signal from the remote service bureau to the paper processing machine, for remotely operating or adjusting the paper processing machine.

6. The method of claim 1, wherein the user profile or the equipment profile or both or parts thereof are sent with the call to the remote service bureau.

7. The method of claim 1, wherein the user profile or the equipment profile or both or parts thereof are stored at the remote service bureau between calls for assistance.

8. The method of claim 2, further comprising the step of routing the call to an appropriate operator at the remote service bureau, based at least partly on the indication in the user profile of the at least one user disability.

9. The method of claim 1 wherein all communication between the person's location and the remote service bureau is accomplished via two respective personal computers linked by the Internet.

10. The method of claim 3, further comprising a video downlink signal, for enhancing the interactive assistance provided by the remote service bureau.

11. A system for helping a person use or prepare to use a paper processing machine, comprising:

a user terminal at the person's location;

an operator terminal at a remote service bureau, responsive to a call for help from the user terminal, the operator terminal having capacity to access a user profile and an equipment profile, and the operator terminal also having capacity to provide interactive assistance to the user terminal based at least partly upon the user profile and the equipment profile.

12. The system of claim 11, wherein the interactive assistance is necessarily customized in response to an indication in the user profile of at least one user disability, and wherein the equipment profile comprises

information about at least the paper processing machine.

13. The system of claim 11, wherein the user terminal is equipped with a video camera for providing a video image to the operator terminal, and wherein the interactive assistance is based at least partly upon the video image from the person's location.

14. The system of claim 13, wherein the operator terminal is also for receiving a data uplink from the user terminal, allowing an operator at the remote service bureau to monitor at least one status of the paper processing machine.

15. The system of claim 11, wherein the system includes means for sending a remote control signal from the remote service bureau to the paper processing machine, in order to remotely operate or adjust the paper processing machine.

16. The system of claim 11, wherein the call to the remote service bureau includes the user profile or the equipment profile or both or parts thereof.

17. The system of claim 11, further comprising a database at the remote service bureau wherein the user profile or the equipment profile or both or parts thereof are stored.

18. The system of claim 12, wherein the operator terminal is selected based at least partly on the indication in the user profile of the at least one user disability.

19. The system of claim 11 wherein the user terminal and the operator terminal are personal computers linked by the Internet.

20. The system of claim 13, wherein the operator terminal is further for

providing a video downlink signal, for enhancing the interactive assistance provided to the user terminal.

21. A user terminal for helping a person use or prepare to use a paper processing machine, comprising:

- a communication port for receiving interactive assistance from a remote service bureau; and

- a video camera port for receiving a video image from a video camera at the person's location,

- wherein the interactive assistance is based at least partly upon a user profile of the person, upon information about the paper processing machine in an equipment profile of the person, and upon the video image.

22. The user terminal of claim 21, wherein the user terminal further comprises at least one machine port for operatively connecting the user terminal to the paper processing machine, and wherein the interactive assistance comprises remote control signals that remotely operate or adjust the paper processing machine.

23. The user terminal of claim 21, wherein the interactive assistance is customized in response to an indication in the user profile of at least one disability of the person.

24. Computer software embodied in computer-readable media encoded with a data structure for operating a user terminal in such a manner as to help a person use or prepare to use a paper processing machine, wherein the data comprises:

- code to operate a communication port of the user terminal, for receiving interactive assistance from a remote service bureau; and

- code to operate a video camera port of the user terminal, for receiving a video image from a video camera at the person's location,

wherein the interactive assistance is based at least partly upon a user profile of the person, upon information about the paper processing machine in an equipment profile of the person, and upon the video image.

25. The computer software of claim 24, further comprising code to operate at least one machine port of the user terminal, for operatively connecting the user terminal to the paper processing machine, and wherein the interactive assistance comprises remote control signals that remotely operate or adjust the paper processing machine.

26. The computer software of claim 24, wherein the interactive assistance is customized in response to an indication in the user profile of at least one disability of the person.